

**CTA ADA Advisory Committee  
Meeting Minutes  
Tuesday, October 10 2017**

**Members Present**

**Committee Members:**

Pierre Bance  
Angela Davis (Acting Chair for this meeting).  
Melissa Fuller  
Christina McGleam  
Susan Riley  
Donna K. Shaw  
Allen West  
Grace Kaminkowitz  
Bryen Yunashko  
Carl Gomez  
**Facilitator:**  
Michael Connelly, Vice President Service Planning

**On the Phone:**

**Excused:**

**Unexcused:**

**Facilitator:**

**Angela Davis was asked to chair this meeting.**

**Ms. Davis called the meeting to order at 1:30 p.m.**

**Roll Call**

- Meeting members introduced themselves.

**Announcements**

- Ms. Fuller stated that the National Federation of the blind is having its annual State Convention from October 27<sup>th</sup> to 29<sup>th</sup> at the Marriott in Naperville. Reservations are blocked at the hotel for \$104 per night.

**Approval of Minutes**

- The *July 10, 2017 Meeting Minutes* were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Chairman Davis called for a motion to approve the minutes as submitted. Ms. Kaminkowitz moved and Mr. West approved the motion. All voted to approve the minutes as submitted.

**ADA Advisory Committee Update from CTA's Board Chairman's Office.**

- Sherry Thornton Pierce, Chief of Staff to CTA Chairman Peterson was unable to attend the meeting. Ms. Carole Moray, Chief Planning Officer provided the update for the Chairman's office.
- First item Ms. Moray discussed was "... with a number of vacancies on the ADA Advisory Committee [the] Chairman's office will be recruiting new members. ... We plan on submitting application materials using a list from the Mayor's Office for People with Disabilities, [as well as other lists]. If you know anyone who may be interested, you can have them reach out directly to Amy Serpe, our Manager

*of ADA Compliance Programs, either by phone or by e-mail, and she can provide the application materials.”*

- The second item Ms. Moray discussed was that, “*. . . the Chairman also plans to appoint a Chairman and a Vice Chairman on the Advisory Committee . . . so if anyone . . . is interested . . . I would appreciate if you could also reach out to Amy either by phone or e-mail and let her know your interest.*”
- The third item Ms. Moray discussed was “*... the Chairman's office also continues to review the Advisory Committee's Bylaws to determine whether changes are needed . . . any changes would need the approval of the Advisory Committee, [as well as the CTA Board of Directors]. So please reach out to Amy with any thoughts as to changes.*”
- The final item that was discussed was in regards to possible changes to the Public Comments process which happens at each ADA Advisory Committee meeting. Again, the Chairman’s Office will review and Committee members will also have a chance to comment before any changes are made.
- Ms. Fuller asked about the application process if interested in the ADA Advisory Committee Chairman or Vice Chairman positions. Ms. Moray explained that anyone interested should let Amy Serpe know of their interest. Then, “*The chairman's office will handle the process. They may ask for a copy of your resume, if it's not on file, and I would expect they would probably contact you for an interview by phone, but the way the Bylaws currently work, CTA board chairman, Terry Peterson, oversees this Committee, and he's responsible for the appointment of any new members and the appointment of a Chairman and Vice Chair.*”

### **General Construction Report Update**

- Mr. Robert Wittmann, Vice President of Capital Construction presented the report.
- 95th Station: “*... We have completed the structural steel for the south terminal building . . . We have completed the concrete floors for both the bridge extension at 95th Street and the south bus bridge . . . Canopy steel for the bus terminal areas is ongoing. Installation is complete on the south end of it. East and west sides should start shortly . . . Work on the east side of the north terminal foundation is also completed . . . Now moved over to the west side to do some of the foundation on the west side for the new north terminal . . . The design building contractor continues to bid on trade packages for both terminals as we move to the final process for the design of the north terminal.*”
- Wilson Station: “*On September 18th we placed the new track four into service, which was the final track of the four new tracks there . . . On September 20th we opened the new main station house for customers, . . . that provided access to the west platform only; however, we did open the new elevator and escalator there at the Wilson station . . . Work continues on the remaining areas of the main station house as well as the north Aux station and the Sunnyside Aux station . . . We also continue to work on the Gerber Building restoration as part of that project.*”
- Brown Line Signal Project: “*A contractor continues to hang signal cable in the brown line corridor between Armitage and The Mart . . . We completed the*

*structural steel for Willow Relay House ... that houses all of the signal equipment ... along the right-of-way.”*

- Quincy Station: “*... Foundation work for the two new elevators at Quincy, that continues, one on each side of the street. ... Work on the station houses up at platform level will also begin shortly to accommodate the new pathway to the elevators.*”
- Illinois Medical District Station - IMD: “*The new Damen station house was opened ... on July 24<sup>th</sup>. ... we subsequently closed down the Paulina and Ogden station houses so we could do the work there. The Ogden station ... gets the new elevator. We just completed elevator caisson work. That's the foundation that will support the new elevator there.*”
- CDOT Projects: “*... the new station Washington and Wabash was opened on August 31. ... They are still doing punch list work at the station. ... They have begun demolition on the Randolph/Wabash station. ... That demolition work will be ongoing through the end of November.*”
- Mr. Wittmann concluded his report and asked if the Committee had any questions.
- Ms. Fuller stated that the new Washington/Wabash station is very accessible however she recommends adding colored/contrasting strips to the staircases as this would enhance usage by people who have visual impairments. She added that people who have visual impairments often also have problems with depth perception. When standing at the top of the stairs it looks like a sliding board looking down and is intimidating to someone who cannot see well.
- Mr. West had two comments. He mentioned how the description of the Washington/Wabash station Amy Serpe sent out prior to its opening was very helpful. He also asked for an estimate of when the 95<sup>th</sup> Station would be finished. Mr. Wittmann stated the south terminal would open in the first quarter of 2018 and the whole project should be done by the end of 2018.
- Ms. Davis had a question on when the sidewalk would be finished around the east side of Broadway near Leland by the Wilson Station. Mr. Wittmann stated that work should be completed around the first two weeks of January.

### **Bus Express Signage Issue Update**

- Jackie Johnston, Coordinator AVAS Systems gave the update to the Committee in place of Mike Hanes, Manager Transit Systems Support, who spoke at the July meeting.
- The overall issue relates to how someone who cannot hear announcements can be notified that a bus is running express or that there is a change in the route. While there is an alert sign, it is brief.
- Ms. Johnston’s purpose at this meeting was to re-demonstrate 2 options for providing an alert signal, explain how PSA’s work and ask for feedback from the Committee as to which alert signal is preferred.
- Ms. Johnston explained that there are various kinds of PSA (Public Service Announcements). Some repeat every 15 minutes and others can be manipulated by the Operator selecting a specific announcement such as “*To improve service reliability, this bus is going to run express.*”

- The issue related to the bus express announcement is that there is no strong visual prior to the announcement that someone who is deaf or hard-of-hearing can recognize.
- Ms. Johnston demonstrated 2 options of flashing lights which might precede an audio announcement so that someone who cannot hear will know that something along the route is changing. The customer can then ask the Operator or others for clarification.
- Ms. Johnston stated that, *"The request has been that there will be a flashing light or maybe dots playing, something to get the attention [of customers] before the announcement plays. We can do this. It will take probably six to eight months to develop the technology with our vendor, and I would like to demonstrate to you what the two options are."*
- Ms. Johnston described both demos as she was doing them: *"So the electronic display is a rectangular box, and the first one is dividing the box in half and flashing half of the lights on one side and half of the lights on the other back and forth, and the second option basically is like dots blinking on and off, on and off, on and off, and then you would hear the announcement."*
- The Committee favored Option One flashing the lights back and forth several times to get people's attention.
- Ms. Fuller asked if the flashing sign could somehow be connected to the other lights on the bus to improve recognition by customers that a message is coming. Ms. Johnston stated she would make note of that suggestion.
- Ms. Shaw also asked if the flashing lights/sign can be by the back door as well as in the front. Again Ms. Johnston will note the suggestion.
- Ms. Riley stated that having the flashing lights would be helpful as it designates that a message is coming. She also suggested that this not be too fast, especially if it goes through the other bus lights as such movement might be disturbing to individuals who have epilepsy. (Could trigger a seizure).

### **Elevator/Escalator Efficiencies Report**

- The *Elevator/Escalator Efficiencies Reports* were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Andre Cozzo, Senior Manager Escalator/Elevator Maintenance reported to the Committee on the status of the system's elevator and escalator efficiencies.
- For the 3<sup>rd</sup> quarter of 2017 vs. Q-3 in 2016, the following reflects **Elevator** Efficiencies:
  - July 2017 = 99.5% vs. July 2016 = 99.5% vs.
  - Aug 2017 = 99% vs. Aug 2016 = 98.4%
  - Sept 2017 = 98.6% vs. Sept 2016 = 98.9%
- For the 3rd quarter of 2017 vs. Q-3 in 2016, the following reflects **Escalator** Efficiencies:
  - July 2017 = 96.8% vs. July 2016 = 97%
  - Aug 2017 = 97.4% vs. Aug 2016 = 96.6%
  - Sept 2017 = 92.5% vs. Sept 2016 = 96.3%

- The data also included information on the following **Escalator** Reconditioning Projects.
  - O'Hare Blue Line – completed March 3, 2017.
  - Loyola Red Line – completed June 9, 2017.
  - Chicago Blue Line – Began April 11, 2017 and anticipated completion is January 2018.
  - Montrose and River Road Blue Line – Anticipated start dates are in May and October 2018, respectively.
- There were no questions or comments from Committee members for Mr. Cozzo.

### **Customer Service Report**

- The Customer Service Reports were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Kate Kennelly, Manager Customer Feedback Programs presented the Customer Service Report to the Committee.
- Ms. Kennelly reported that, *“Overall, the third quarter complaints are up ten percent from the previous period. There is a seasonal component here. It really is not uncommon to see an up pitch in the third quarter. As compared to the same period last year we are actually down 11 percent. 88 complaints accounted for five percent of all complaints. 4,232 total complaints, 215 of which were ADA related. 88 complaints did peak in the month of July totaling 89, but we have seen some improvements since then. In reviewing the data, complaints increased in most areas, but one category stands out. In the third quarter we logged ten complaints about bringing service animals on board, which is up from four in the previous period. The good news here is that although complaints peaked in July of seven, we saw some great improvements since then. We only had two complaints in August and one in September. These occurred on various bus [routes] and at two rail stations as well. The ADA complaints issue is consistently our highest category. Last quarter there were a total of 70 complaints lodged last year, which is up slightly from the previous period ... The [most] common [of] them included an Operator not waiting for passengers, employees not assisting as expected or overshooting a stop. ... Passenger complaints were down six percent from the second quarter with a total of 34, and complaints about issues with ramps on buses were down 27 percent totaling eight for the third quarter.”*
- The following are the 3<sup>rd</sup> quarter statistics regarding disability-related Customer Service complaints.
  - Total CTA complaints for all three months of Q-3 2017 (July, August and September 2017), = 4,232 of which 215 were ADA related complaints.
  - Q-3, 2017 Bus Related Complaints: Jul. 73, Aug. 48 and Sep. 53 totaling 174.
  - Q-3, 2017 Rail Related Complaints: Jul. 16, Aug. 11 and Sep. 14 totaling 41.
  - During the 3 month 2017 Q-3 period, there were a total of 215 ADA Compliance Complaints which include things such as rude operator, pass up, refusing a service animal, and priority seating.

- Additional Q-3 (July-September) Categories include:
  - ADA Compliance accounted for 70 complaints in 2017 vs. 68 in 2016.
  - Rude Operator totaled 50 complaints in 2017 vs. 65 in 2016.
  - Pass up totaled 34 complaints in 2017 vs. 42 in 2016.
  - Lift/Ramps totaled 8 complaints in 2017 vs. 17 in 2016.
- Ms. Fuller asked what department the CSAs were under to which Ms. Kennelly explained that those positions were under Rail Operations not Customer Service.
- Ms. Riley had a question regarding priority seating and the Operator's involvement in making passengers move. Ms. Kennelly replied that the Operators are supposed to tell the customer to comply, most do some don't. If they don't comply the Operator is supposed to push a button to let the Control Center know.
- Ms. Riley also asked what should happen if there is a fight or argument on a bus? Should the police be called and what if the Bus Operator does nothing to intervene? Ms. Patricia Thomas-Miller, Vice President of Bus Operations was in the audience and stated that the Bus Operator should contact Communications at the Control Center for instructions as to how to handle.
- Ms. Davis asked about what kind of complaints are there about Service Animals to which Ms. Kennelly stated that in general, customers were able to board only after having a conversation with the Bus Operator who wasn't sure if the animal was a service animal.

### **Facilitator Report**

- Ms. Amy Serpe, Manager, ADA Compliance Programs presented the following topics and updates:
- The CTA participated in the following summer events:
  - IL Dept. of Human Services Bi-Annual ADA Anniversary Celebration on July 20<sup>th</sup>. the CTA shared an Information Resource Table with the RTA & Pace to provide a variety of transit information for both Mainline Transit and Paratransit services.
  - Disability Pride Parade Annual Event on July 22<sup>nd</sup>. The CTA had a Mini Train in the Parade – ADA Committee member, Melissa Fuller joined us. Also provided at the Daley Plaza during the after parade event was an On-Site Instruction Bus and Informational Resource Table again with representatives from RTA & Pace/Paratransit.
- A second USTC-Union Station Transit Center Terminal On-Site Familiarization Experience which was requested by the Blind/VI Community will be held on Thursday, October 26<sup>th</sup>, from 4:30 – 6 p.m. All are welcome to attend. If accommodations other than sighted guides are needed, please contact the ADA Dept.
- Additional familiarization events can be done for other new stations such as the Washington/Wabash Station, etc. as needed.
- Ms. Serpe also noted that the ADA Department at CTA is working on a Customer Services Complaints project to more clearly classify issues related to customers with disabilities on CTA's bus and rail systems. A detailed data base will expand the complaint reports to include the nature of the complaint. The data base will

be used to analyze different complaints, examine current policies and provide additional training as warranted. Suggestions from this Committee will also be solicited.

- Ms. Serpe reviewed the dates for the 2018 meetings. The dates are the 2<sup>nd</sup> Monday of January, April, July and October. (If the Monday is a holiday which generally occurs in October, then the meeting is on Tuesday) 2018 Dates are: Monday, January 8<sup>th</sup>, Monday, April 9<sup>th</sup>, Monday, July 9<sup>th</sup> and Tuesday, October 9<sup>th</sup>. These dates will be posted on CTA's Website.
- Ms. Shaw asked Ms. Serpe if her service dog which is a hearing is dog is allowed on the bus or in taxi cabs, and on the street. Ms. Serpe replied that a service animal is allowed on all CTA vehicles and property. Ms. Serpe explained the Service Animal policy to the group: *"A service animal is able to be on any of CTA properties or any of our vehicles, anyplace in CTA, and here is what you are allowed to be asked. ... Question number one, ... Are you a person with a disability if it is not apparent, and you do not have to reveal what the disability is. It's a yes or no response. ... If you have an animal with you, they are allowed to ask what has the animal been trained to do to support you with your disability? [You explain how the dog is trained to help you]. ... The animal does need to be under the control of the person [with the disability] at all times. It is not allowed to wonder around the station or an "L" car or a bus. ... This is the policy that all of our bus rail and CSA [and other CTA] personnel have been taught."*

### **Public Comment**

- Heather Armstrong, has been hearing on the news and through texts that people are jumping on the tracks at the Washington and Wabash station. She noted that we should educate people and help them so they don't kill themselves on the tracks.
- Garland Armstrong, former CTA ADA Advisory Committee member is concerned about the amount of people that go under the gates rushing to catch a train, especially at the Brown and Pink Lines (where tracks are at street level). Mr. Garland suggested the CTA sets up a workshop to educate people so they don't kill themselves or hurt others.
- Ms. Fuller responded to Mr. and Ms. Armstrong's comments, suggesting that maybe the CTA could use the TV monitors (screens at rail stations that provide tracking/schedule information) to make safety announcements.
- Mr. Hastalis had concerns about operators who preempt the arrival announcement with the chimes and doors closing. Due to this customers are unable to hear the rest of the announcement giving the route and destination. Mr. Hastalis also wanted to note that Washington and Wabash is a very big spacious station and that the National Federation of the Blind are very concerned about transit safety. Mr. Hastalis offered to help anyone who is visually impaired to show them around the rail system.
- Scott Figved wanted to thank the supervisors at Jefferson Park for writing tickets to the Lyft drivers that pull into the bus area of the station. He suggested that it would be good to have someone at Ogilvie. Mr. Figved suggests that employees have some training on bodily fluids on contact with passengers. He also wanted to note that his wheelchair has been damaged due to an Operator not lowering

the ramp. He was unable to get the badge number of the driver. (CTA did call this customer back for follow-up).

- Ms. Riley wanted to know on the bus specifically what is the policy for example if a baby vomited on the bus. Mr. Connelly noted he will be glad to get the bus and rail procedures and policy for the next meeting.
- Ms. Riley also asked for clarification regarding, “*What about the ramp being too low so the ramp is up? That happens to me a lot. The bus driver puts the bus too low, and the curb is too high, so the ramp is on an angle going upwards, and I'm concerned about bending it, because my chair is very heavy.*”

#### **Old Business**

- There was no old business.

#### **New Business**

- Ms. Davis would like for someone to address Ms. Fuller’s comment regarding the lack of contrast on the stairs at the Washington/Wabash Station at the next meeting.

#### **Adjournment**

- Ms. Davis noted the next meeting will be Monday January 8<sup>th</sup>, 2018.
- Ms. Davis asked for a motion to adjourn. Mr. Bance moved to adjourn the meeting and Ms. Riley seconded. All voted, “Aye,” and the meeting adjourned at 2:47pm.